

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al
Date Filed: August 25, 2003
For: METHOD AND SYSTEM FOR MANAGING
CALLS OF AN AUTOMATIC CALL
DISTRIBUTOR

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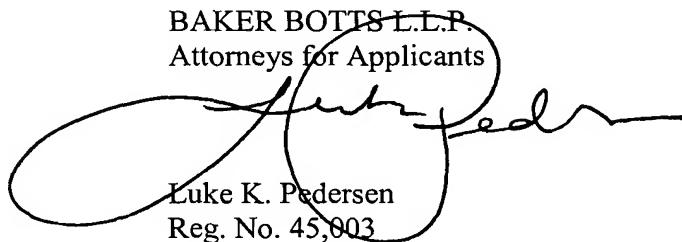
Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. S 1.98(a)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that the references qualify as prior art or that they are material to the patentability of the present application.

Respectfully submitted,

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Date: August 25, 2003

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| PTO-1449 | Application No. | | Applicant(s) Shmuel (nmi) Shaffer, et al |
| | Docket Number 062891.1123 | Group Art Unit | Filing Date August 25, 2003 |

**Information Disclosure Citation
In an Application**

U.S. PATENT DOCUMENTS

| | | DOCUMENT NO. | DATE | NAME | CLASS | SUBCLASS | FILING DATE |
|--|---|--------------|----------|----------------|-------|----------|-------------|
| | A | 5,526,416 | 06/11/96 | Dezonno et al. | 379 | 265 | 11/16/92 |
| | B | 5,724,420 | 03/03/98 | Torgirim | 379 | 372 | 06/24/96 |
| | C | 5,991,645 | 11/23/99 | Yuen et al. | 455 | 568 | 06/06/95 |
| | D | 6,295,354 | 09/25/01 | Dezonno | 379 | 266 | 06/26/98 |
| | E | 6,546,097 | 04/08/03 | Peltz | 379 | 265.07 | 05/13/99 |
| | F | | | | | | |
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FOREIGN PATENT DOCUMENTS

| | | DOCUMENT NO. | DATE | COUNTRY | CLASS | SUBCLASS | TRANSLATION | |
|--|---|--------------|------|---------|-------|----------|-------------|----|
| | | | | | | | YES | NO |
| | N | | | | | | | |
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| | | DOCUMENT (Including Author, Title, Source, and Pertinent Pages) | DATE |
|--|---|---|-----------|
| | R | U.S. Patent Application entitled, "Method and System for Utilizing Proxy Designation in a Call System", inventors Shmuel (nmi) Shaffer, et al, filed August 25, 2003, 43 pages Specification, Claims and Abstract, 2 sheets of drawings | 8/25/2003 |
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| EXAMINER | DATE CONSIDERED |
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

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